Changing Perspectives on Workforce System Performance

**NEtwork '04**
South Portland, Maine
November 3-5

Office of Performance and Technology
Employment and Training Administration

Workforce System Performance
The Principles

- Reporting performance is a fundamental element of *improving customer services* and *good public administration*

- Establishing *common measures* and *standardizing* customer data collection improves the *comparability* of performance results

- A single, *streamlined* reporting structure enables *consistent* measurement and understanding of program performance results

- *Integrating* reporting at the state level encourages integration of services at the local level

- Ensuring the *accuracy* and *timeliness* of performance results is necessary for demonstrating system integrity and value

- **Eliminate** and replace 12 separate and inconsistent program reporting requirements with **one** reporting structure

eta
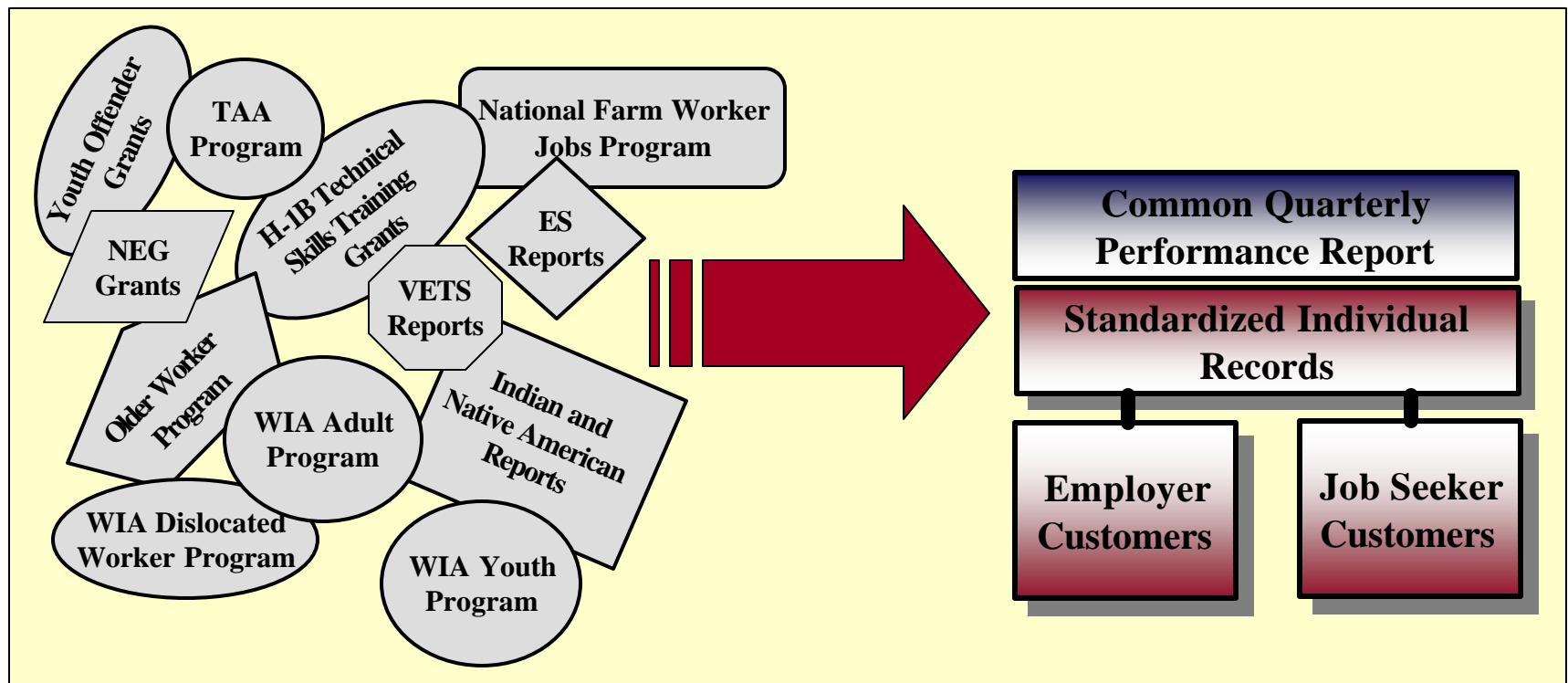
- A single record on the employer customer

Features	**Benefits**

Features

- A standardized method of organizing and reporting information on services delivered to employers
- A way to capture an employer's One-Stop system experiences designed to promote job creation and business retention

Benefits

- Demonstrate results of a demand-driven service strategy
- Provide a more complete picture of One-Stop system accomplishments
- Show the value of public investment in reaching businesses

EMILE Reporting System
Job Seeker Individual Record

- A single record that describes the characteristics, services, and outcomes of job seekers

Features	Benefits
• A single, core set of data elements, definitions, and specifications across ETA programs • An individual record that contains information for tracking program co-enrollments, services, and calculating important indicators of program performance	• Simplify and align customer data collection across programs, ultimately saving time and money on reporting • Deliver comparable performance information to state executives and legislators that demonstrates the impact of programs and returns on public investment • Understand how the populations served and program services provided impact performance outcomes

- A single report format that reflects levels of program participation and accomplishments

Features	→	**Benefits**

Features

- A less burdensome and confusing reporting process that standardizes reporting specifications across all ETA programs
- One form for grantees that administer multiple ETA formula or discretionary grant programs
- A streamlined report which focuses on common outcomes: <u>employment</u> for adults and <u>skills</u> for youth

Benefits

- Deliver reliable and comparable information on system performance to state executives and legislators
- Gain greater flexibility in discussing the most recent year's worth of performance results
- Simplify reporting systems and processes through the use of a single set of reporting instructions

eta

Will the proposed EMILE reporting system be implemented on July 1, 2005 or during Program Year 2005?

A: No. ETA has proposed a comprehensive, streamlined reporting system, the ETA Management Information and Longitudinal Evaluation (EMILE) reporting system, which would replace the separate and sometimes conflicting reporting requirements for 12 different workforce programs. ETA is currently reviewing all comments received from the public based on the Federal Register notice dated July 16, 2004, announcing the proposed system. Over 160 comments were received, and ETA is reviewing each comment and will address all concerns that have been raised.

Once ETA has reconciled the public comments and has worked with its system partners and stakeholders to do so, ETA will submit the revised proposal to OMB for review and approval. At that time, the proposed EMILE reporting system will be posted again in the Federal Register for another 30 day public comment period. (Comments submitted during this comment period go directly to OMB, not ETA.) Given the steps necessary for ETA to reconcile the initial round of public comments received and the OMB review process, ETA does not anticipate implementation of EMILE on July 1, 2005.

Once the EMILE reporting system has been approved, ETA will work closely with the grantees to establish a transition plan for each program to phase out current reporting requirements that will be replaced by EMILE. ETA will issue guidance to clarify the existing common measures policy (Training and Employment Guidance Letter 15-03), as well as provide timeframes related to the implementation of the new reporting system for each program.

Sept 14, 2004

60-day public comment period for the proposed EMILE reporting system ended.

Fall 2004

PROTECH works with national and regional offices to reconcile public comments.

Late Winter 2005

After comments are reconciled, ETA re-posts in the *Federal Register*, and submits EMILE reporting system to OMB for approval, which opens a **30** day public comment period.

Spring/ Summer 2005

Develop a **Transition Plan** with the input of system partners and stakeholders. ETA issues TEGL announcing new reporting system.

During the initial public comment period, ETA received over 160 comments; 40 states and 38 local areas submitted comments

Many comments support the general goals and principles encompassed in the proposal

Significant comment areas include:

- the burden to implement this proposal
- the utility of information collected to program management
- the amount of information collected

Opportunities and Challenges

Reconciliation of the comments

- ETA analysis, review and recommendations
- Consultation with stakeholders
- Re-submission to OMB for review and additional comments

Conversations on transition

- Technology
- Timing
- Wage record access
- Data validation software
- Technical assistance and staff training

Implementation

- Lessons learned from past experiences
- Availability of results

Questions or Comments?

Questions about EMILE, common measures policies, and other data collection and reporting issues? The following DOL-ETA resources are available:

Regional Office Contacts
http://www.doleta.gov/regions/reg01bos/

- Performance specialists
- Regional Federal Project Officers

ETA's Office of Performance and Technology
http://www.doleta.gov/performance/pro.cfm
ETAperforms@dol.gov or 202-693-3031

- Amanda Ahlstrand (ahlstrand.amanda@dol.gov)
- Brian Pasternak (pasternak.brian@dol.gov)
- Karen Staha (staha.karen@dol.gov)